EDUCATION, CULTURE AND EMPLOYMENT

1. OVERVIEW

MISSION

The mandate of the Department of Education, Culture and Employment is to provide quality programs, services and supports in early childhood development, K-12 education, postsecondary and adult education, career development, apprenticeship and occupational certification, employment standards, income security, official languages, arts, and culture and heritage.

GOALS

1. ***Pride in our Culture*** - Northerners who are knowledgeable about and proud of their culture.
2. ***Education of Children and Youth*** - Northern families developing a strong foundation for their children's learning.
3. ***Education of Adults*** - Northern adults continuing to learn and grow to meet the requirements of daily living.
4. ***A Skilled and Productive Work Environment*** - Northerners participating in a strong and prosperous work environment.
5. ***People Participating Fully in Society*** - Northerners actively participating in community and society to their fullest.

PROPOSED BUDGET ($000)

Total Operating Expenses	$317,340
Compensation & Benefits	$25,663
Grants & Contributions	$207,401
Other O&M	$73,646
Amortization	$10,630
Infrastructure Investment	$28,519

PROPOSED POSITIONS (2011/12)

Headquarters (HQ)	150 positions	
Regional/Other Communities	79 positions	
Education Authorities	1,072 positions	(estimate based on projected 2010-11 school year enrolments)
Aurora College	207 positions	(estimate based on GNWT funding framework)

KEY ACTIVITIES

- Directorate and Administration
- Culture, Heritage and Languages
  - *Culture and Heritage*
  - *Official Languages*
- Early Childhood and Schools
  - *Early Childhood Development*
  - *K-12 Education*
  - *Library Services*
- Adult and Postsecondary Education

Education, Culture and Employment

- Employment and Labour
- Income Security

STRATEGIC ACTIONS

The Department will take the following actions in support of the Government's strategic initiatives:

Maximizing Opportunities

- Improve Skills for Living and Working
    - Aurora College Programs
        - Student Wellness Coordinator
        - Labour Market and Industrial Training
        - Administration Office Certificate Program
    - Labour Market Literacy
    - Apprenticeship Training and Supports
    - Mobile Trades Training
    - Equipment Maintenance
    - Heavy Equipment Operator Training

- Promote the NWT as a Place to Visit and Live
    - Increased Support for the Arts
    - Support Immigration
    - Collection and Exhibit Renewal in Museum

- Maximize Benefits from Resource Development
    - MGP Strategic Investment – Socio-Economic Agreement Training, Permits & Management

Reducing the Cost of Living

- Support Individuals and Families
    - Next Steps in Income Security Reform
    - Small Community Summer Employment Supports
    - NWT Student Financial Assistance Benefit Review

Building Our Future

- Expand Programming for Children and Youth
    - Aboriginal Student Achievement
    - Expansion of Early Childhood Development Programs
    - Community Based Teacher Education Program
    - Early Childhood Small Communities' Initiative

Refocusing Government

- Strengthen Service Delivery (Refocusing Government Initiative)
    - Support Official Languages
    - French Language Services – Official Language Implementation
    - Aboriginal Language Services – Aboriginal Language Summer Institute
    - Dedicated Internet Delivery System

2. EMERGING ISSUES

Culture and Heritage

Arts and culture in all forms of expression provide a foundation for learning and growth. Benefits from developing individuals' artistic and cultural skills are a strengthened sense of identity and cultural pride. Improved quality of life for Northern residents and communities is a benefit from increased participation in arts and cultural activities. Since the NWT Arts Strategy was implemented in 2004, there have been sustained increases in support and funding for artists and cultural organizations.

Overall, cultural sector contributions toward the Northwest Territories' (NWT) Gross Domestic Product (GDP) declined from $19.9 million in 2001 to $18.1 million in 2008[1]. Nonetheless, the cultural sector remains an important economic activity for a proportion of NWT residents. Employment in the Information, Culture and Recreation Service Sector, as a percentage of total NWT employment, has grown from 3% in 2001 to 3.85% in 2009, not including artists in the goods producing sector[2]. In 2008, 21% of Aboriginal women aged 15 and older participated in making northern arts and crafts, and, of these Aboriginal women, nearly 34% earned income from their products[3].

Global warming has caused significant thawing of permafrost leading to slope erosion, particularly in the Mackenzie Delta, exposing significant paleontological and archaeological finds. The Department is working with other stakeholders towards the research and protection of these heritage resources.

Aboriginal and Official Languages

A number of social, political and demographic factors affect Aboriginal language acquisition and maintenance. The segment of the Aboriginal population most fluent in one or more Aboriginal languages and holder of most traditional knowledge is aging. Intergenerational transmission of languages has been negatively affected by a number of factors including the legacy of residential schools. Moreover, as the dominant language in the world and in mass media, English has become the language of use at home, at work and in the community for the Aboriginal population.

The percentage of the Aboriginal population aged 15 years and over able to speak an Aboriginal language dropped from 59% in 1984 to 38% in 2009[4]. However, the annual average percentage change is slowing down: from 1989 to 1999, Aboriginal language usage declined by 11% as against a 7% decline from 1999 to 2009[5]. The Department continues to make targeted investments in support of Aboriginal language community initiatives, Language Nest Programs, and Aboriginal language culture-based Kindergarten to Grade 12 education. ECE is also developing a renewed NWT Aboriginal Languages Strategy, as well as a comprehensive Government plan for the delivery of services and communications in French.

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[1] Statistics Canada, Labour Force Survey. See table. Information is not available after 2008.

[2] NWT Bureau of Statistics; Table 1b NWT Employment by Industry and Class of Worker, 2001 to 2009 accessed on July 30, 2010 at http://www.stats.gov.nt.ca/labour-income/labour-force-activity/index.otp

[3] NWT Bureau of Statistics, in person

[4] NWT Bureau of Statistics, 2009 NWT Community Survey accessed on July 30, 2010 at http://www.stats.gov.nt.ca/recent_surveys/

[5] NWT Bureau of Statistics

Education, Culture and Employment

Education

From 2000 to 2009, total Kindergarten to Grade 12 enrolment declined from 9,998 to 8,762, due largely to changing demographics. The number of high school graduates of Aboriginal descent has increased from 174 in the 2007 calendar year, to 210 in 2008 and 222 in 2009. The graduation rate is calculated as the number of graduates divided by the number of 18 year olds in the population. In both 2008 and 2009, the overall graduation rate for Aboriginal students was 44%[6]. The total number of graduates in small communities was 102 in 2007, 116 in 2008, and 109 in 2009. Overall, the graduation rate for students from small communities was 44% in 2008 and 38% in 2009.

Pathways through secondary school help students to prepare for postsecondary education and training programs. To do so more effectively, it is necessary to better prepare and counsel secondary school students, particularly Aboriginal students in small communities, so they can choose and complete those courses that will allow them to move on to postsecondary studies in their chosen field. Postsecondary education and training programs, in turn, prepare Northerners for participation in occupations that present high employment opportunities, including mining, construction, nursing, teaching, social work and management, as well as addressing literacy gaps.

Aurora College, the only publicly funded postsecondary institution in the NWT, has a decentralized structure comprised of three campuses and 23 Community Learning Centres. There is a growing interest in making more university level programming available in the NWT, including from private institutions. It is expected that parties with a vested interest in such programming will be seeking financial support from the GNWT.

Moreover, the demand for computer and Internet access in the education system and at various levels of client services is growing. The Department is working with its education partners and the GNWT Technology Service Center to improve systems and communication networks to meet this growing demand.

Employment

Statistics Canada estimates that in June 2010, 21,200 of 31,700 residents aged 15 years and older were employed in the NWT, representing an employment rate of 66.9% compared to Canada's overall employment rate of 63.3%. The NWT employment rate is lower than it has been in last five years, with the highest employment rate of 73.9% recorded for June 2006. However, there have been early signs of economic recovery with the NWT employment rate having risen from 65.4% in February 2010 to 66.9 % in June 2010[7].

From May 2010 to June 2010, the number of persons employed in the NWT increased by 800. This represents the largest increase since February 2001. Employment increased in all categories except in the public sector where it remained unchanged[8].

In 2009, 24.5% of all persons employed in the NWT worked in public administration. Other main sectors of the labour market include health and social services comprising 11.5% of all employed

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[6] Education Operations and Development: Student Records; NWT Bureau of Statistics

[7] NWT Bureau of Statistics: NWT Labour Force Activity June 2010 accessed on July 30, 2010 at http://www.stats.gov.nt.ca/labour-income/labour-force-activity/Monthly/Jun10MLFS.pdf

[8] NWT Bureau of Statistics: NWT Annual Labour Force Activity 2009 accessed on July 30, 2010 at http://www.stats.gov.nt.ca/labour-income/labour-force-activity/Annual_Reports/2009%20Annual%20LFS.pdf

persons; retail and wholesale trade at 9.6%; transportation and warehousing at 8.2%; forestry, fishing, mining, oil and gas at 8.7%; education at 8.2%; and construction at 6.3%[9].

According to the latest statistics from June 2010, there is a wide gap between the 79.7% employment rate in Yellowknife as against 56.3% in all other communities combined. Similarly, there is also a wide gap between the employment rates for the Aboriginal and non-Aboriginal population, respectively 51.3%, and 81.4%[10]. At the same time, the NWT continues to experience skills shortage, with employers having to look elsewhere to fill positions in key occupations. Moreover, industry finds it difficult to meet Northern and Aboriginal hiring commitments. The Department continues to work towards building a skilled Northern labour force capable of meeting these requirements and contributing to economic growth.

There is ever greater pressure on the GNWT to meet postsecondary education and training needs towards employment despite limited resources. The Department will continue to work with a range of partners to ensure all NWT residents have equal access to training and employment opportunities through various initiatives. ECE is also making targeted investments in the trades and other Northern occupations.

Income Levels

Between 1999 and 2007, average income in the NWT grew by 43%. Moreover, from 1999 to 2005, the percentage of the population receiving income support decreased from 8.7% to 4.4%. Since 2006, however, there has been a gradual increase leading to a more pronounced increase in 2009 to the percentage of the population receiving Income Support: 4.5% in 2006, 4.7% in 2007, 4.8% in 2008 and 5.5% in 2009[11]. This increase can be attributed in part to changes to the Income Support program implemented from 2007, and to the recent economic downturn.

The Department will continue to provide benefits to income assistance clients as a way to help them access programs and services toward achieving greater self reliance, and to encourage clients' participation in productive choices to ensure they and their families can afford to live in the North.

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[9] NWT Bureau of Statistics: NWT Labour Force Activity June 2010 accessed on July 30, 2010 at http://www.stats.gov.nt.ca/labour-income/labour-force-activity/Monthly/Jun10MLFS.pdf

[10] http://www.stats.gov.nt.ca/labour-income/labour-force-activity/Annual_Reports/2009%20Annual%20LFS.pdf

[11] NWT Bureau of Statistics: in person

3. 2011-12 Planning Information

The detailed description of planned activities for the Department includes the following sections:

a) **Fiscal Position and Budget** provides information on the Department's operation expenses and revenues.

b) **Key Activities** describes the Department's major programs and services, including strategic activities, as well as results to date and measures.

c) **Infrastructure Investments** gives an overview of the Department's infrastructure investments to date and activities planned for 2011-12.

d) **Legislative Initiatives** provides a summary of the Department's legislative initiatives during the 16th Legislative Assembly as well as initiatives planned for 2011-12.

e) **Human Resources** include overall statistics and position reconciliation, information on capacity building activities as well as departmental training and development.

f) **Information Systems and Management** describes Department-specific information and management systems as well as major initiatives planned for 2011-12.

a) Fiscal Position and Budget

Departmental Summary

Directorate and Administration	10,181	10,007	8,597	8,594
Education and Culture				
Culture, Heritage and Language	15,131	13,307	13,033	11,159
Early Childhood and Schools	173,221	168,225	167,708	163,911
Total Education and Culture	188,352	181,532	180,741	175,070
Advanced Education				
Adult and Postsecondary Education	37,612	35,821	36,482	36,200
Employment and Labour	8,145	7,995	7,178	6,359
Total Advanced Education	45,757	43,816	43,660	42,559
Income Security	73,050	71,533	71,669	68,221
TOTAL OPERATIONS EXPENSE	317,340	306,888	304,667	294,444
REVENUES	8,325	8,134	8,217	8,001

OPERATION EXPENSE SUMMARY

	Main Estimates 2010-11	Proposed Adjustments: Forced Growth	Strategic Initiatives	Sunsets and Other djustments	Internal allocations	Proposed Budget 2011-12
	($000)	($000)	($000)	($000)	($000)	($000)
DIRECTORATE AND ADMINISTRATION						
Directorate and Administration	10,007	252		(201)		10,058
Total Directorate and Administration	**10,007**	**252**	**0**	**(201)**	**0**	**10,058**
EDUCATION AND CULTURE						
Culture, Heritage and Languages						
Culture and Heritage	5,494	314	400	(95)		6,113
Official Languages	6,356	47	1,262			7,665
Library Services	1,457	19	600			2,076
Early Childhood and School Services						
Early Childhood Development	7,280	35		(15)		7,300
K-12 Instructional and Support Services	2,516	170	724			3,410
K-12 Education Operations and Development	3,484	37	(724)			2,797
K-12 Education Contributions	154,945	4,394		(225)		159,114
Total Education and Culture	**181,532**	**5,016**	**2,262**	**(335)**	**0**	**188,475**
ADVANCED EDUCATION AND CAREERS						
Adult and Postsecondary Education						
Adult and Postsecondary Education	35,821	941	950	(100)		37,612
Employment and Labour						
Apprenticeship, Trades and Occupations	2,937	22				2,959
Career and Employment Development	2,330	54		(14)		2,370
Employment Standards	771	23				794
Management and Program Support	1,957	65				2,022
Total Advanced Education and Careers	**43,816**	**1,105**	**950**	**(114)**	**0**	**45,757**
INCOME SECURITY						
Income Assistance Programs	24,109	1,617		(400)		25,326
Public Housing Subsidies	34,453	268		(160)		34,561
Student Financial Assistance	12,971	42	150			13,163
Total Income Security	**71,533**	**1,927**	**150**	**(560)**	**0**	**73,050**
TOTAL DEPARTMENT	**306,888**	**8,300**	**3,362**	**(1,210)**	**0**	**317,340**

REVENUE SUMMARY

	Proposed Main Estimates 2011-12	Main Estimates 2010-11	Revised Estimates 2009-10	Actuals 2008-09
	($000)	($000)	($000)	($000)
GRANT FROM CANADA	0	0	0	0
TRANSFER PAYMENTS				
Canada Student Loan Programs	900	900	900	901
Canada NWT Co-op Agreement for French ad Aboriginal Languages	3,800	3,800	3,800	3,800
Minority Language Education and Secondary Language Instruction-French	2,588	2,485	2,588	2,485
TOTAL	7,288	7,185	7,288	7,186
TAXATION REVENUE				
TOTAL	0	0	0	0
GENERAL REVENUES				
Student Loan Fund Interest	592	592	592	528
Teacher Certification Fees	15	15	15	10
Museum Store and Concession	50	50	45	40
TOTAL	657	657	652	578
OTHER RECOVERIES				
Miscellaneous Recoveries	50	50	35	32
TOTAL	50	50	35	32
GRANTS IN KIND				
TOTAL	0	0	0	0
CAPITAL				
Deferred Capital Contributions	330	242	242	205
TOTAL	330	242	242	205
REVENUES	**8,325**	**8,134**	**8,217**	**8,001**

b) Key Activities

KEY ACTIVITY 1: DIRECTORATE AND ADMINISTRATION

Description

Directorate and Administration provides overall management, planning, communication and administrative support to the Department and its partners in education across the NWT. The Branch operates under the direction of the Deputy Minister who makes recommendations to the Minister with regards to Department goals, objectives, and standards.

The Directorate provides leadership, management, planning, and public relations for the Department as well as its boards and agencies. Within the Directorate, Public Affairs manages, develops, implements and maintains all internal and external communication plans and related activities for the Department.

The Strategic and Business Services Division guides broad policy and legislative initiatives, as well as strategic, business and capital planning for the Department, Aurora College and the education authorities. The Division coordinates briefing notes and decision-making documents, provides records management and financial administration services. Finally, the Division provides information systems that support the delivery of programs and services across the Department, Aurora College and the education authorities.

Major Program and Services 2011-12

Overall

- The Department will continue to participate in the initiative to develop a Government-wide electronic documents and records management system
- The Department will complete a redesign of its website

Strategic Initiatives

Dedicated Internet Delivery System: In 2010, in partnership with the GNWT Technology Service Centre, the Department implemented a pilot project to migrate school and college internet traffic off the Digital Communications Network (DCN) to improve internet services to schools and Aurora College and to preserve DCN capacity for regular and critical GNWT enterprise applications. The project will be completed in 2011-12.

Four Year Business Plan Update

Results to Date

Dedicated Education Internet Delivery System

- A study on Education Business Networks and Internet Requirements was completed

KEY ACTIVITY 2.1: CULTURE AND HERITAGE

Description

All residents of, and visitors to, the NWT benefit socially and economically from a richer understanding of our heritage and from meaningful participation in cultural activities. Some of the most effective departmental activities in this area of responsibility support projects and organizations that operate at the community level.

NWT Museum Operations: works with community experts to collect, preserve, document, study, exhibit, and educate the public about artifacts, specimens and works of art significant to the culture and heritage of the NWT.

NWT Cultural Places: conducts archaeological fieldwork and research, assesses impact of resource development on archaeological resources, and issues permits for archaeological research.

NWT Archives: identifies, acquires, preserves and makes accessible government records and records of historic significance to the NWT.

Community Arts, Culture and Heritage Programs: provides funding and support services to community museums, cultural organizations, cultural projects, and artists and arts organizations.

Major Program and Service Initiatives 2011-12

Overall

NWT Museum Operations

- The Department will continue to acquire and manage museum collections at the Prince of Wales Northern Heritage Centre (PWNHC) and make them accessible through exhibits, educational programs and archaeology loans
- The PWNHC will continue to produce, host and circulate travelling and online exhibits as well as coordinate public events at the museum

NWT Cultural Places

- The Department will continue archaeological field research with two communities: Trout Lake for the Sambaa K'e Archaeological Inventory, and Tulita for the NWT Ice Patch Study
- The Department will update the process for nominating historic sites and continue to manage geographic place names

NWT Archives

- The Department will continue to respond to requests for residential school records under the *Access to Information and Protection of Privacy Act*
- The Department will continue to acquire and process records from the government and private sector

Community Arts, Culture and Heritage Programs

- The Department will administer increased funding programs to the arts, culture and heritage community

Strategic Initiatives

The ***Museum Collections and Exhibit Renewal:*** This strategic activity is to fund community travel, consultation, research and exhibit production toward the renewal of museum exhibits and collections at the PWNHC. The Department is consulting with NWT communities and cultural organizations along with science and Traditional Knowledge advisors to research storylines for new and refreshed exhibits. In 2009-10, a new beluga whale diorama was completed in consultation with the Inuvialuit Game Council and the Department of Fisheries and Oceans Canada. Three new arctic diorama exhibits are planned for 2011-12. In 2012-13 and 2013-14, a total of six additional diorama will be produced that will portray the human and natural history of all regions in the NWT. Through this initiative, the PWNHC will update exhibits and expand collections to better represent the cultures and peoples of the NWT.

Increased Support for the Arts: This strategic activity is to increase funding for, and coordination of, projects, individuals, organizations and heritage centres to enhance programs that showcase the arts and cultures of the NWT for northern residents and visitors to the North. The Department implements the Arts Strategy in cooperation with the Department of Industry, Tourism and Investment. ECE funds arts and culture activities through the NWT Arts Council and a broad range of contribution programs. In 2011-12, ECE will analyze data from client surveys to evaluate and measure client satisfaction and outcomes of increased arts and cultural contribution programs. It is expected that, as a result of this increased support, a number of social and economic benefits will accrue to residents and communities, as well as to organizations in the arts and culture sector.

Mackenzie Gas Project: This strategic activity is to work with Mackenzie Gas Project (MGP) contractors to define the scope and nature of an extensive archaeological impact assessment of the MGP route. The Department has reviewed development proposals, provided mitigation recommendations to land management authorities, and produced map and data products to facilitate reviews of reports. In 2011-12, the Department will continue to prepare for and participate in the regulatory stage of the MGP, which will include working with project proponents towards developing a Heritage Resources Management Plan for the construction and operation phase of the project. The Department will continue to respond to cultural resource management issues by managing Geographic Information Systems-based inventories of heritage resources, traditional land use and geographic names. As a result, it is expected that archaeological sites and heritage resources along the MGP will be protected for future generations.

Four Year Business Plan Update

Results to Date

Exhibit Strategy

- The Department continued implementation of the museum exhibit renewal strategy to create, produce and install new permanent, temporary and on-line displays
- The PWNHC produced five new temporary exhibits: Don Cardinal paintings, Mackenzie Valley Air Mail, *Kuukpak*: An Exhibition of Inuvialuit Artifacts, Big River: Deh Cho Photographs, and muskrat display panels
- The PWNHC developed one new travelling exhibit in collaboration with the Gwich'in Social and Cultural Institute
- The PWNHC reformatted a new travelling exhibit of Archie Beaulieu paintings, *Yamoria and his Beaver Wife*, for circulation to NWT communities

Education, Culture and Employment

- The PWNHC installed ten new borrowed exhibits: Science North Arctic Adventure, We Were So Far Away: The Inuit Experience of Residential Schools, Yellowknife Then and Now and Again Photographs, International Polar Year Youth Time Capsule Exhibit, Blake Fragments Sculptures, Astronomy North Legendary Sky Exhibit, City of Yellowknife Heritage Art Show, Yellowknife Guild of Crafts, 2009 Aurora Arts Society Arts Week display, and the Folk on the Rocks 30th Anniversary Display
- The PWNHC completed one new online exhibit, *Celebrating Yellowknife's 75th Anniversary*; and designed a new virtual beluga whale exhibit in collaboration with the Inuvialuit Cultural Resource Centre
- The Department established a Website and Multimedia Coordinator position

Museum and NWT Archives Collections

- The PWNHC held an archives outreach workshop on digitizing photo collections for Residential Schools Society in Fort Providence in July 2009
- In collaboration with the Dene Nation and the CBC, the Department initiated planning toward production of a Dene Music Project cd with recordings of Dene songs from Fort Smith, Behchokǫ̀, Tulita, and Deline
- The PWNHC acquired the Angus Beaulieu private collection of music recordings from Fort Resolution and Fort Simpson
- Three PWNHC staff visited the Norman Wells Historical Centre in November 2009 to provide community museum assistance and to purchase new objects from the Sahtu region for the PWNHC collection

Increased Support for the Arts

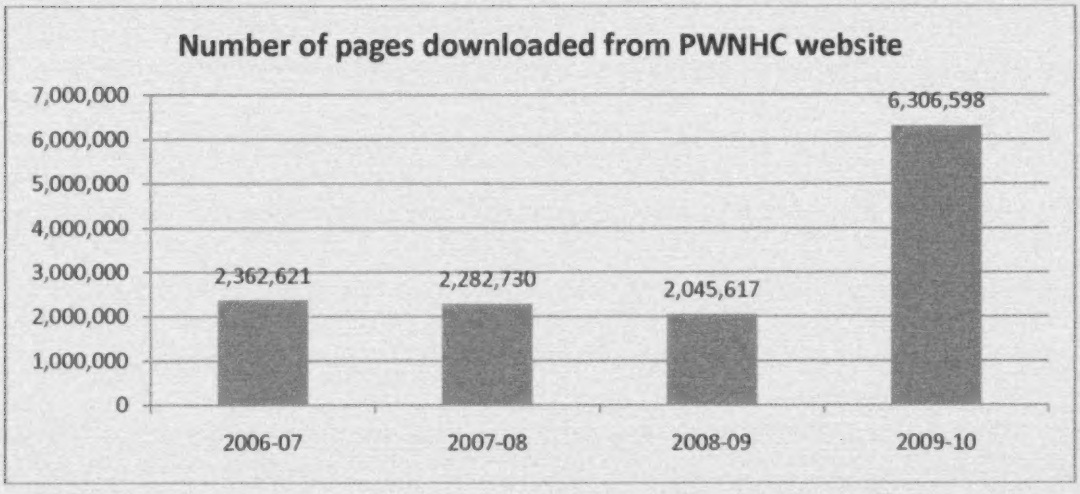
- The Department established a Community Liaison Coordinator position

Cultural Places Program

- The Department participated in collaborative archaeological research with the communities of Trout Lake, Tulita, Lutselk'e, and Sachs Harbour
- The NWT Ice Patch Study Team launched an award-winning children's book about the project in Tulita
- Working with the Gwich'in Social and Cultural Institute, the Department is implementing a research plan for the Tsiigehtchic Steppe Bison
- The Department conducted map and data products preparation to facilitate land management processes, and ongoing archaeological and traditional knowledge research projects

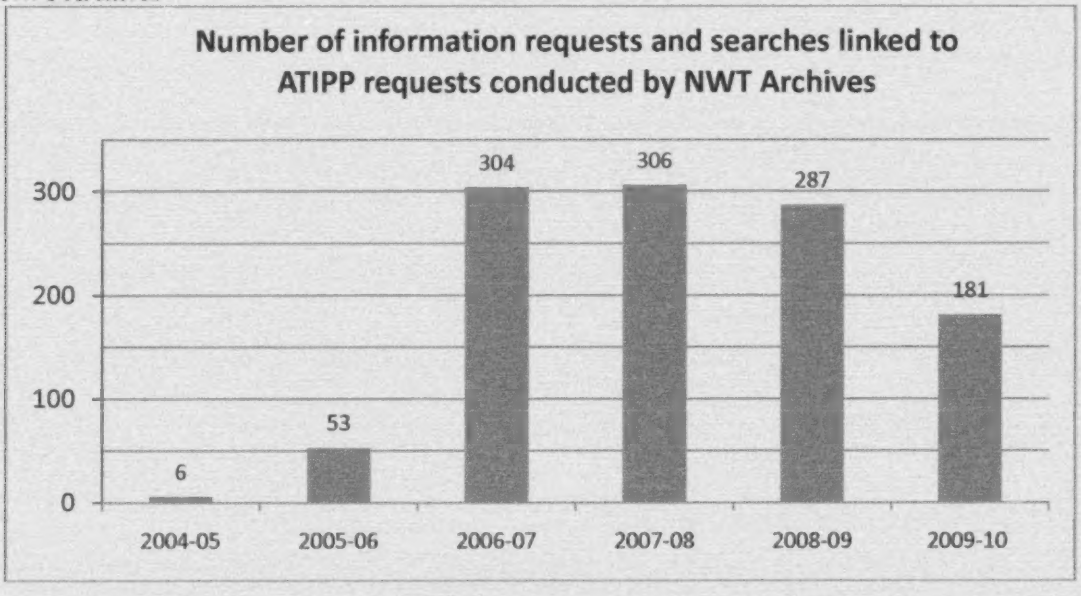
Measures Reporting

	2008-09	*2009-10*
NWT Museum Operations		
Number of visitors	31,951	33,950
Number of new permanent, travelling and online exhibits produced	10	19
Number of school and public education programs delivered	127	119



	2008-09	*2009-10*
Cultural Places Program		
Number of communities involved in Cultural Places Research	6	8
Number of archaeological permits issued	12	24
Number of land use permits reviewed	146	172

NWT Archives



	2008-09	*2009-10*
Community Contributions		
Number of individuals and organizations funded by:		
Arts Council	77	64
Support to Northern Performers	20	24

KEY ACTIVITY 2.2: OFFICIAL LANGUAGES

Description

The Department provides a range of programs and services in support of NWT Official Languages.

Aboriginal Languages Programs: provides funding to each Official Aboriginal Language community to implement its strategic plan for language revitalization and maintenance. Funding is provided to Aurora College for the Aboriginal Language and Culture Instructor Program and to education authorities for Aboriginal Language and Culture programs in NWT schools.

French Language Services: provides advice and support to GNWT departments, offices and agencies toward the development of plans on French language communications and services; provides translation services to all GNWT departments, boards and agencies; and manages Services TNO, the French language Single Window Service Centre in Yellowknife.

The ***Official Languages Board:*** comprised of one member for each of the 11 Official Languages of the NWT, advises the Minister Responsible for Official Languages on issues related to the delivery of official languages services by the GNWT.

The ***Aboriginal Languages Revitalization Board:*** comprised of one member for each of the nine Official Aboriginal Languages of the NWT, advises the Minister on government and community efforts to maintain, revitalize and promote Aboriginal languages.

Major Program and Service Initiatives 2011-12

Overall

- The Department will negotiate a renewed *Canada-NWT Cooperation Agreement for French and Aboriginal languages in the NWT*

Aboriginal Language Programs

- The Department will begin implementing various sections of the GNWT Aboriginal Languages Strategy and work plan
- The Department will expand the Regional Interpreter/Translator Pilot Training program to include another language community

French Language Services

- The Department will begin implementation of the *GNWT Strategic Plan on French Language Communications and Services*
- The Department will continue to operate Services TNO in 2011-12

Strategic Initiatives

Support Official Languages: This strategic activity is to develop an implementation plan for, and pilot, Aboriginal language single window service centres. ECE is coordinating its plans for single window service delivery with the Department of the Executive, which is implementing a service delivery model in a number of NWT communities in 2010-11. Through this activity, it is expected that Aboriginal residents will have improved access to GNWT public services.

The ***Aboriginal Languages Services – Aboriginal Language Summer Institute:*** This strategic activity is to build on the Aboriginal languages Summer Institute that began in July 2010 in partnership with the University of Victoria. The 2011 Summer Institute will include a repeat offering of two foundation courses and one other course from the University of Victoria Certificate Program in Aboriginal Language Revitalization. In 2012 and beyond, the Summer institute will offer four courses annually, with a new intake of participants every three years. In this way, the GNWT will support Aboriginal language communities in developing program and resource materials, as well as their strategies for language revitalization and preservation.

French Language Services – Official Language Implementation: This is a new strategic activity from 2011-12 for GNWT departments beginning with ECE, Health and Social Services (HSS), and Human Resources (HR) to implement the GNWT Strategic Plan on French Language Communications and Services. From 2011-12, a renewed structure at ECE will support the development of annual departmental plans on French Language Communication and Services. Moreover, the administration of French language services will be improved in other departments through the establishment of a full-time Bilingual Human Resource Facilitator at HR and a full-time French Language Services Coordinator at HSS. It is expected that, in 2012-13 and ongoing, further administrative and operational changes will be forthcoming. In this way, the GNWT will have a greater capacity to deliver its services to the public in French, in accordance with the *Official Languages Act*, and associated regulations and guidelines.

Four Year Business Plan Update

Results to Date

Aboriginal Language Programs

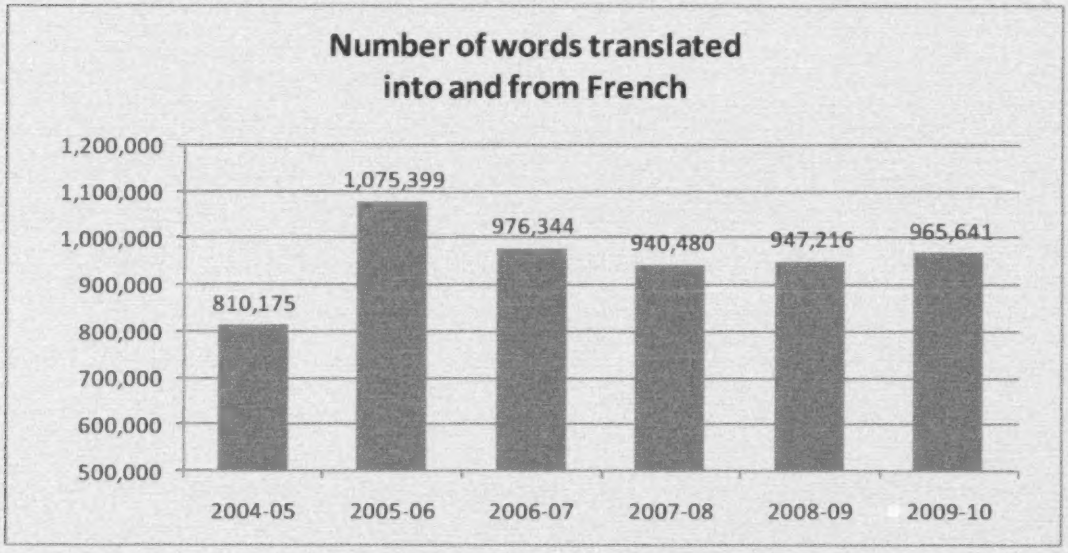
- The Department held an Aboriginal Languages Symposium in March/April 2010
- The Department initiated the development of a new GNWT Aboriginal Languages Strategy and work plan
- The Department and its partners developed an Aboriginal Interpreter/Translator Training Manual based on the results of the first pilot in the Akaitcho Government Territory region
- The Department has worked with the Department of the Executive to coordinate projects toward service delivery in the communities

French Language Services

- The Department is developing a comprehensive GNWT Strategic Plan on French Language Communications and Services in consultation with the Fédération franco-ténoise to be completed in 2010-11
- The Department operated Services TNO, the French language single window service centre as a pilot project in 2008-09 and 2009-10. The pilot evaluation report was completed in March 2010 and the project deemed successful

Measures Reporting

	2008-09	*2009-10*
Aboriginal Languages		
Number of funded Aboriginal language community activities	29	29
Number of funded Aboriginal literacy activities	9	9
French Language		
Number of funded French community cultural development activities	15	15



KEY ACTIVITY 3.1: EARLY CHILDHOOD DEVELOPMENT

Description

The Department provides program development support to community organizations looking to deliver programs and services for young children and their families.

The Early Childhood Program licenses and monitors early childhood providers to ensure compliance with the *NWT Child Day Care Act* and *Standards Regulations*. Regional Early Childhood Consultants provide community-based organizations with program development support and funding to assist with operational expenses.

The Department also provides funding to Aurora College for the delivery of postsecondary training in early childhood development.

Major Program and Service Initiatives 2011-12

Overall

Early Childhood Program

- ECE will continue to implement the Early Childhood Environment Rating Scale (ECERS) as a quality measurement tool to use in licensed early childhood facilities and programs. ECERS is used to evaluate and provided direction on program improvements
- The Department will continue to collaborate with the Government of Manitoba on how to best use ECERS training in early childhood programs
- The Department will provide orientation opportunities for Departmental Early Childhood Consultants to increase awareness and understanding of upcoming revisions to the *NWT Child Day Care Standards Regulations*

Healthy Children Initiative

- The Department will continue with the existing enhancement of current early childhood programs and services by funding regional HCI committees, which then distribute funding locally

Early Childhood Development Framework for Action

- The Department, in collaboration with the Department of Health and Social Services, will review and renew the Early Childhood Development Framework for Action

Early Childhood Training

- The Department will complete the research and review phase of the comprehensive review of Early Childhood training opportunities

Family Literacy

- The Department will continue to collaborate with the NWT Literacy Council on the development, training, delivery and distribution of family literacy resources and materials. This includes the distribution through home visits of 'Start Early' family literacy kits to families of children under five years of age, in small communities
- The Department will further develop and translate family literacy materials into NWT official languages

Strategic Initiatives

Expansion of Early Childhood Development: This strategic activity provides increased funding for the Language Nest Initiative, which in turn funds licensed early childhood providers to establish immersion settings by including the local language and culture in the early childhood program. In 2009-10, the Department funded 18 Language Nest sites, one or more in each official Aboriginal Language. In 2011-12 and beyond, the Department will continue to work with licensed early childhood providers to develop Aboriginal language immersion programs for young children; and to support the development of materials and resources that facilitate culturally relevant early childhood experiences for Aboriginal children. In this way, more Aboriginal children will become conversant in their Aboriginal language from an early age.

Early Childhood Small Community Initiative: This strategic activity is to fund additional person years in the regions and to enhance early childhood programs in small and remote communities by investing in one of more of the following: early and family literacy, outdoor play space, nutrition, and staff training. As of June 2010, two of four regions, namely the Sahtu and the Beaufort Delta, were able to fill the additional part-time positions allocated. Regional Early Childhood Consultants have provided information on Early Childhood Small Community Initiative funding available to community based providers, and are supporting the development of plans to access this funding. Two community programs in one region have finalized and submitted their plans. The initiative continues in 2011-12. The Department will continue to monitor investments provided and the nature of program improvements made through this funding. It is expected that through this initiative the quality of early childhood programs in small and remote communities will be enhanced.

Four Year Business Plan Update

Results to Date

Early Childhood Program

- The Department collaborated with the Government of Manitoba on Early Childhood Environment Rating Scale (ECERS) training for GNWT Early Childhood Consultants
- The Department continues to work towards finalizing revisions to the *NWT Child Day Care Standards Regulations* and the associated implementation handbook for operators

Healthy Children Initiative

- The Department continued to fund early childhood providers and services to enhance program delivery

Language Nests

- The Department provided training to Language Nest personnel on using the local language and culture in all aspects of early childhood programming so as to help early childhood programs build a complete immersion environment

Early Childhood Education Postsecondary Training

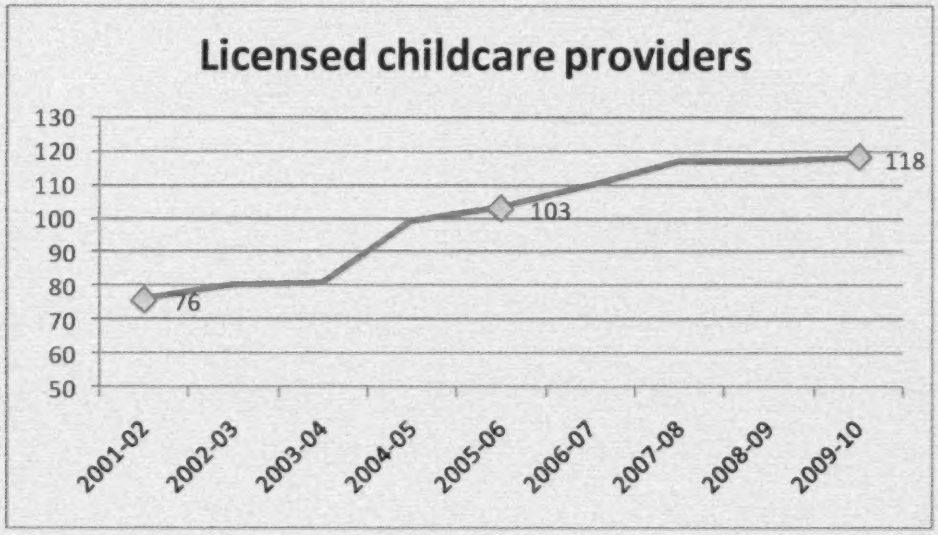
- Aurora College continued to offer early childhood distance education courses
- The Department began the process of identifying and reviewing early childhood training opportunities available in the NWT

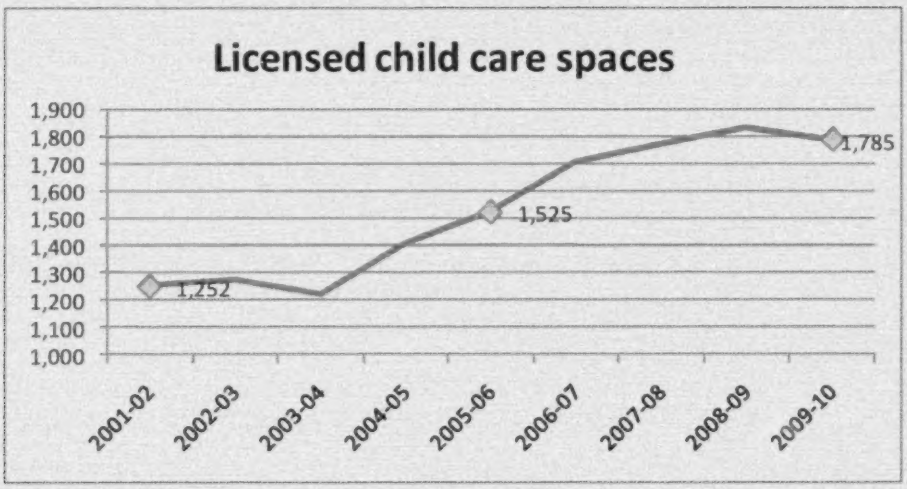
Family Literacy

- The Department continued to provide family literacy training and financial support to communities for the delivery of family literacy workshops
- The Department researched and gathered materials for 'Start Early' and family literacy kits
- The Department developed and updated resources, including 'story sacks'
- The Department increased funding to the NWT Literacy Council to expand family literacy programming

Measures Reporting

	2008-09	*2009-10*
Number of new child day care facility licenses issued	10	13
Number of projects funded through Healthy Children Initiative	52	71
Number of funded Language Nest sites	21	18
Number of funded community based Family Literacy activities	31	29
Number of Family Literacy coordinators trained	110	144
Number of students enrolled in Early Childhood Development Certificate distance education courses at Aurora College	70	93





The number of licensed early childhood providers and spaces has grown in the past decade. In recent years however, the numbers appear to have stabilized.

KEY ACTIVITY 3.2: K-12 EDUCATION

Description

The Department provides support and monitors compliance with NWT school system legislation, standards and directives.

Instructional Support Services: ensures that curriculum is appropriate to students' academic needs, cultural backgrounds, languages, and learning styles; provides in-service to educators; develops curriculum and materials, training programs, guidelines and strategies to support students through educational programming.

Operations and Development: provides operational support to education bodies and coordinates teacher recruitment, teacher and principal certification, school improvement projects and manages student records and territorial wide student assessment strategies.

School Contributions: are provided to education authorities based on enrolment to cover annual operation and maintenance costs.

Major Program and Service Initiatives 2011-12

Overall

Instructional Support Services

- The Department will pilot a Kindergarten to Grade 12 Literacy with Information and Communication Technology (LWICT) curriculum in three regions
- The Department will complete development of a draft Dene Language Kindergarten to Grade 9 curriculum by June 2011
- The Department will publish the French Version of Dene Kede for Kindergarten to Grade 9
- The Department will implement an approved Kindergarten to Grade 12 Curriculum Review, Development and Implementation (CRDI) cycle for all Kindergarten to Grade 12 subject areas
- The Department will publish Experiential Science 10 and 20 Teacher Resource Guides.
- The Department will publish the Experiential Science 30 textbook and distribute it to schools
- French First and Second Language (Immersion) Frameworks are being developed with the Western and Northern Canadian Protocol (WNCP)
- The Department will initiate the development of a sequence of Northern Studies 10, 20 and 30 high school courses
- The Department will complete the development and implementation of the Grade 5 Social Studies territorial pilot project
- In consultation with Aurora College, the Department will review the previous School Community Counselor program to determine the feasibility and usefulness of this program, and whether it should be revised and offered again
- The Department will develop a framework for Grades 7 to 12 trades programming

Education Operations and Development

- The Department will continue planning regional meetings with Aboriginal and educational leaders across the NWT in 2011 to review Aboriginal Student Achievement (ASA) priorities

established by the ASA Working Group toward development and implementation of the Aboriginal Education Plan
- The Department will continue working with education authorities on reporting of student achievement through Functional Grade Levels (FGL), Alberta Provincial Achievement Tests (AAT), graduation rates, student attendance in general and at Aboriginal Languages and Culture classes and activities, as well as on Inclusive Schooling
- The Department will develop the Student Assessment, Evaluation and Reporting (SAER) Procedures Manual as a companion document to the SAER Directive, outlining specific methodology and processes for implementing the Directive
- The Department will continue planning with district education councils and authorities to address the recommendations in the Auditor General of Canada's report, *Education in the Northwest Territories – 2010 Department of Education, Culture and Employment*

Strategic Initiatives

Aboriginal Student Achievement: This renewed strategic activity is to implement a number of measures to improve the achievement of Aboriginal students in the Kindergarten to Grade 12 education system. The Department established a working group with representation from Aboriginal governments and organizations, educators, the GNWT departments of Health and Social Services and Justice, and industry. The group's recommendations for 2009-10 were initiated including a communication campaign, research on literacy projects, and development of a cultural orientation for all teachers in the NWT. In 2011-12, the communication campaign will be extended, and the mandatory two-day cultural orientation for teachers maintained. In addition, the Aboriginal Student Achievement Coordinator will be maintained at the Department and several new positions will be created in support of the NWT education system: a Kindergarten to Grade 12 Literacy Coordinator at headquarters, and seven regional Literacy Coaching Consultant positions at DEC/DEA offices.

Apprenticeship and Workplace Math Curriculum: This strategic activity further supports development and implementation of an 'Apprenticeship and Workplace Math' curriculum in high school. A new Mathematics Coordinator is being hired and the new curriculum has been developed by the Western and Northern Canadian Protocol with implementation in 2010-11 for Grade 10, in 2011-12 for Grade 11 and in 2012-12 for Grade 12.

Four Year Business Plan Update

Results to Date

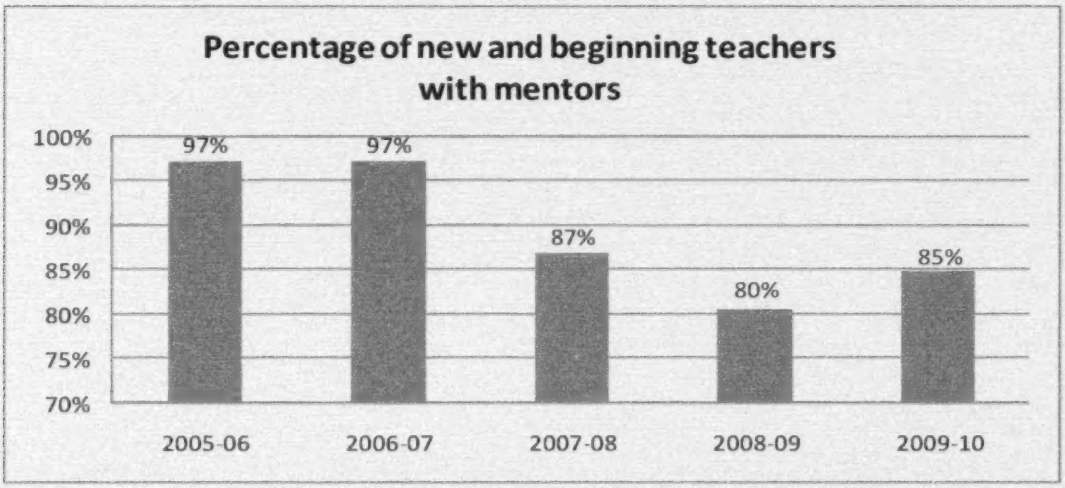
Instructional Support Services
- The Department completed the development of a draft Grade 5 Social Studies curriculum and implemented a small-scale pilot project
- The Department completed Trails of Becoming, a teacher orientation CD of Dene Kede
- The Department published the Experiential Science 20 student textbook
- The Department completed implementation of Mathematics: Grades 3, 6, 9, 10
- Two new career awareness and planning programs were implemented at junior high and high school levels
- The Department completed English Language Arts (ELA) Grades 7, 8 and 9 curriculum revisions and the ELA 30-3 territorial pilot project
- The Student Assistant Training Kit and Handbook was drafted and piloted in several NWT schools
- Social Studies 30-1 and 30-2 were implemented

Education Operations and Development

- In June 2010, the Aboriginal Student Achievement Working Group completed its identification of priorities for inclusion in the territorial Aboriginal Education Plan
- The Department is implementing a revised SAER Directive that provides Ministerial direction as to what is to be done in this area

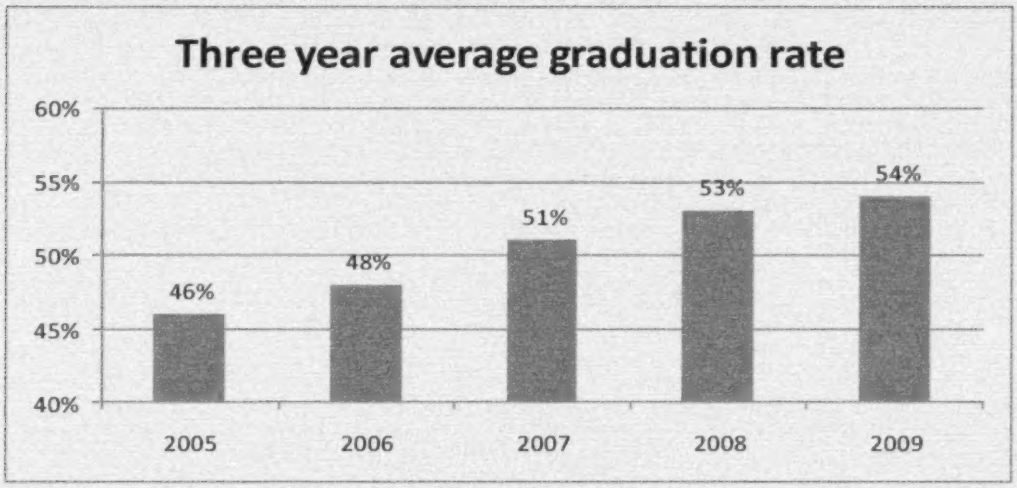
Measures Reporting

	2008-09	*2009-10*
	(Academic Years)	
Number of principals in an evaluation process	16	N/A
Number of new teachers in mentorship programs	78	66



	2008-09	*2009-10*
	(Academic Years)	
Number of new curricula, including teacher and student resources, developed, adapted and implemented	10	13
Number of teachers who received in-service training in new curricula	500	523

	2008	*2009*
	(Calendar Years)	
Graduation rate: Percentage of high school graduates compared with the population of 18 year olds	56%	53%



The three year average graduation rate is the average graduation rate over three years, the last of which is the year of the label. For example, for 2005 the three-year average graduation rate is the average for the years 2003, 2004 and 2005. Statistics Canada has defined the graduation rate to be the number of Grade 12 graduates divided by the population of 18 year-olds. The NWT counts the number of graduates as those students reported by the schools to the Department as fulfilling graduation requirements in the period of January 1 through December 31 of each year. Due to our small population numbers, the NWT is prone to greater variations in annual graduation rates compared to other jurisdictions. A three year average of graduation rate provides a better indication of the trend in graduation rate.

KEY ACTIVITY 3.3: LIBRARY SERVICES

Description

The Department provides quality library services to all NWT residents to meet their education, information and recreation needs.

A central library collection is maintained and rotated to libraries across the NWT. In communities without libraries, residents can search the online catalogue on the Public Library Services (PLS) Website and receive materials by mail.

PLS provides the automated library system for the NWT Library Network serving community libraries, the Legislative Assembly Library, Aurora College libraries, the Aurora Research Institute Library and the PWNHC Reference Library.

Professional library staff provide training and technical support to community library staff. Special programs, such as the Summer Reading Club and Canadian Children's Book Week, are also coordinated centrally.

Major Program and Service Initiatives 2011-12

Overall

Community library space planning

- A long-term plan for the provision of public library services in communities will be developed

Interlibrary loans

- The communication software used by libraries to facilitate interlibrary loans in the NWT will be updated
- The NWT collection listing with Libraries and Archives Canada will be updated to facilitate loans with other Canadian libraries

Strategic Initiatives

Aboriginal Student Achievement: A new library component is being added to this initiative. Specifically, from 2011-12, five additional community libraries will be funded and one new regional coordinator position created to support and train the additional library managers. The five new libraries and new position will result in a greater number of literacy programs offered in community libraries every year.

Four Year Business Plan Update

Results to Date

Automated Library Checkout System

- The system was tested successfully in three libraries, and is now being used by six libraries
- A system upgrade was completed in June 2010

Labour Market Literacy – Library Enhancements

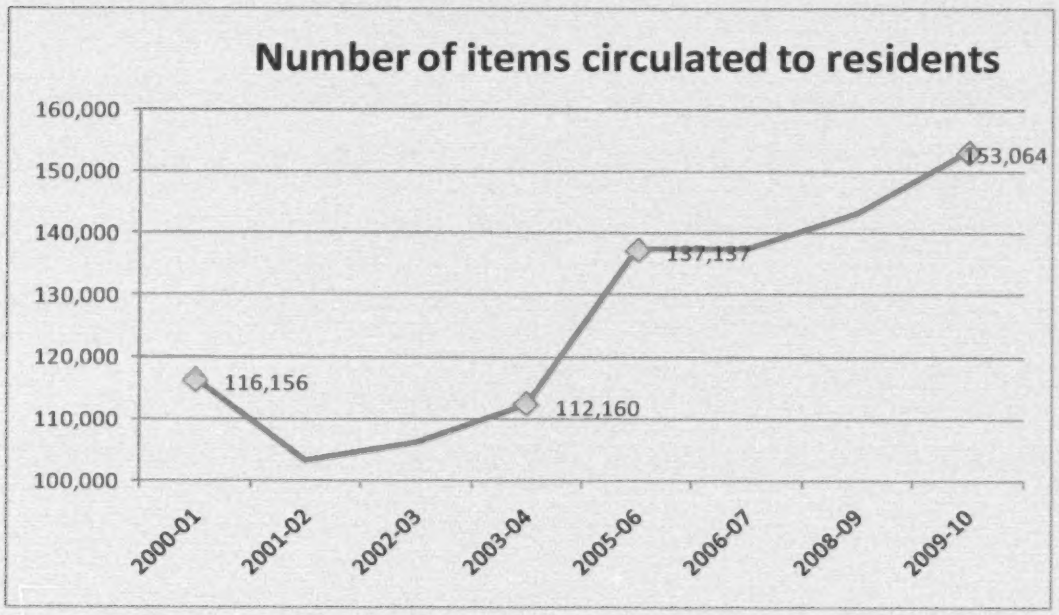
- The Department provides increased contributions to community libraries since 2009-10
- Libraries have increased both their hours of service into the evening and on weekends, and programming on offer, with most seeking to provide more literacy programming, purchase additional craft materials, offer refreshments and extend hours so that evening or weekend programs can be offered

Community Library Space Planning

- The Department has and continues to plan toward incorporating libraries into school buildings where appropriate

Measures Reporting

	2008-09	*2009-10*
Number of visits to community libraries	203,021	325,370
Number of new materials acquired for library collection	20,109	17,445



KEY ACTIVITY 4: ADULT AND POSTSECONDARY EDUCATION

Description

The Department assists NWT adults in acquiring the skills, knowledge and abilities to become more self-reliant and make best use of social and economic opportunities available to them.

Adult and Postsecondary Education: supports the planning, research, development and evaluation of adult and postsecondary programs and services, including the NWT Teacher Education Strategy and the NWT Literacy Strategy.

Aurora College: delivers, directly or through partnerships, a wide range of training, certificate, and diploma programs relevant to the NWT labour market. Degree programs offered include the Bachelor of Science in Nursing and the Bachelor of Education.

Aurora Research Institute: responsible for the licensing and coordination of research in accordance with the *Scientists Act;* continues to support physical and social science research as well as technology innovation.

Adult Literacy and Basic Education: delivery of Adult Literacy and Basic Education (ALBE) programming ranging from basic literacy to Grade 12 level courses at Community Learning Centres (CLCs) in smaller communities, at Aurora College campuses, in NWT correctional facilities and by NWT non-government organizations.

Private Vocational Training: monitors the *Private Vocational Training Directive* as regards the educational standards and program stability of private training.

Major Program and Service Initiatives 2011-12

Overall

Adult and Postsecondary Education

- The Department will complete and implement the Aurora College funding and accountability framework
- The Department will continue planning with Aurora College to address the recommendations in the Auditor General of Canada's report, *Education in the Northwest Territories – 2010 Department of Education, Culture and Employment*
- The Department will provide support to the Aurora Research Institute (ARI) in the development of a NWT research agenda and work with ARI on developing a plan to update the *NWT Scientist Act*

Adult Literacy and Basic Education

- The Department will examine and respond to findings from the Review of Adult Literacy and Basic Education programming in the NWT
- The Department will launch and administer the NWT Secondary School Diploma: Adult Recognition Model

Teacher Education Strategy

- The Department will continue to support the delivery of the Community Based Teacher Education Program (TEP) / Aboriginal Language and Cultural Instructor Program (ALCIP) in the Beaufort-Delta, and begin delivery in another region
- The Department will continue implementation of the TEP and ALCIP action plan
- The Department will explore the option of Aurora College delivering a Master of Education program

Literacy

- The Department will continue to support out-of-school youth through youth literacy programming
- The Department will revise ALBE English, Math and Social Studies curricula to support the NWT Secondary School Diploma: Adult Recognition Model
- The Department will coordinate and report on NWT Literacy Strategy activities
- The Department will develop and launch a marketing campaign on the importance of literacy

Private Vocational Training

- The Department will designate and monitor programs delivered at private training institutions as per the Private Vocational Training Directive

Strategic Initiatives

Aurora College Programs: This strategic activity supports Aurora College in enhancing its programs and services. In 2010-11, the College received a base adjustment to hire a Student Wellness Coordinator at Thebacha Campus, to enhance Labour Market and Industrial Training programs across the NWT and to offer a one year Office Administration program at Thebacha Campus. In 2011-12, this funding will be enhanced so that the College can hire Student Wellness Coordinators as part of the Student Services teams at Aurora Campus and Yellowknife Campus, and enhance the delivery of Labour Market and Industrial Training (LMIT) programs linked to industry and community demand and thus leading to employment opportunities.

Community Based Teacher Education Programs: This strategic activity allows for the rotational delivery of Teacher Education and Aboriginal Language and Cultural Instructor programs in communities. In June 2009 and June 2010 respectively, first community program deliveries of ALCIP and TEP were completed in Bechokǫ̀. A Tłı̨chǫ ALCIP program review has been completed and a review of the Tłı̨chǫ TEP program is scheduled in 2010-11. The next community delivery in the Beaufort-Delta region began following completion of the Community Education Preparation Program in June 2010. In September 2010, students from the Beaufort-Delta will begin TEP Access and ALCIP Year One. In 2011-12, the Department will continue the program in the Beaufort Delta with the delivery of TEP Year One and ALCIP Year Two.

Labour Market Literacy: This strategic activity enhances literacy programs for working age youth and adults to help these individuals to access education and employment opportunities. The Department provided contributions to Aurora College and the Yellowknife Association for Community Living to fund Literacy Outreach Centres. ECE also completed a Youth Literacy Gap Analysis, coordinated a youth literacy advisory group and funded training for youth centre staff across the NWT. In 2011-12, the Department will continue with these initiatives.

Heavy Equipment Operator Training: This strategic activity supports the delivery of Heavy Equipment Operator (HEO) training in Dehcho and South Slave communities. Aurora College

staffed a Community Based HEO coordinator /instructor, resulting in two community deliveries of HEO and five deliveries of class 1 driver training. Programming will be ongoing.

Equipment Maintenance: This strategic activity supports Aurora College to maintain trades and industrial equipment and ensure that safety standards are met. The Maintenance Control Technician position was staffed, policies and procedures surrounding equipment maintenance were developed leading to improved safety protocols and procedures in the trades shops.

Apprenticeship Training: This strategic activity supports Aurora College to enhance its offering of apprenticeship technical training courses to meet demand by employers and apprentices alike, and to cover tuition fees for new apprentices. Thus far, Aurora College has added three new apprenticeship level instructors in Carpentry, Electrical, and Pipe Trades. The College also continued to upgrade shops, resources, equipment, and tools and supported instructor professional development. Aurora College is planning on expanding technical training levels from 2011-12. With more courses on offer, apprentices and employers can choose when to attend technical training.

Enhancing Community Level Delivery of Trades Mobile Trades Training: This strategic activity helps to expand access to trades training in the Beaufort-Delta Region through the operation and maintenance of a Mobile Trades Training Unit (MTTU). In 2009-10, two courses on Construction Tools, and Materials and Building Trades Helpers, respectively were delivered in Tuktoyaktuk; Career Technology Studies Construction Training was delivered in Fort McPherson in late 2009 and Building Trades Helper was delivered in Aklavik in early 2010. The MTTU will be moved to other communities for local deliveries in 2011-12.

Four Year Business Plan Update

Results to Date

Adult Literacy and Basic Education

- The Department established a Prior Learning Assessment and Recognition (PLAR) Evaluation committee and developed an NWT PLAR process
- The Department developed a PLAR portfolio course and instructional resource manual
- The Department developed new ALBE English, Science, and Information and Communications Technology (ICT) courses
- The Department developed a new ALBE placement package
- The Department developed a Terms of Reference and established a Steering Committee to Review ALBE programming in the NWT

Teacher Education Program

- The Department conducted a review of community delivery of the two year ALCIP program in Behchokǫ̀
- The Department worked with Aurora College to develop culturally relevant courses to support TEP and ALCIP delivery

Aurora College

- Nine students graduated with a two-year ALCIP diploma in June 2009 and four students received their TEP diploma in June 2010 through community deliveries in Behchokǫ̀
- A total of seven students completed community-based HEO in Fort Resolution and Fort Simpson/Nahanni Butte; nine students completed class 1 driver training

Education, Culture and Employment

- Additional instructors in Carpentry, Electrical, and Pipe Trades offered 18 technical training courses in five trades in 2009-10, representing an increase of seven courses over the previous year

Literacy

- The Department established the NWT Literacy Strategy Advisory Committee to oversee the implementation of the NWT Literacy Strategy
- The Department hosted literacy award ceremonies and promoted literacy during Literacy Week, Family Literacy Week, Aboriginal Languages month and Adult Learners week
- The Department supported a Youth Literacy Conference in May 2009 that was attended by 38 representatives from 18 communities
- The Department funded youth/seniors literacy events during Senior and Literacy week September 20 to October 3, 2009. There were 25 events in 13 communities
- The Department supported the training of 20 youth centre staff to develop literacy components to their programming

Private Vocational Training Directive

- The Department designated programs at two private training institutions under the Directive

Measures Reporting

	2008-09	*2009-10*
	(Academic Years)	
Aurora College Programs graduates		
Diploma	100	99
Certificate	155	173
Degree	17	24
Teacher Education Program graduates		
Teacher Education Program – diploma and degree (also included above)	8	13
Aboriginal Language and Cultural Instructor Program	9	2
NWT Literacy		
Number of participants in Adult Literacy and Basic Education courses (Aurora College and non-government organizations)	563	552

	2008-09	*2009-10*
	(Fiscal Years)	
NWT Literacy		
Number of funded literacy projects	47	50

KEY ACTIVITY 5: EMPLOYMENT AND LABOUR

Description

The Department provides a variety of programs and services that make it possible for Northerners to develop their careers and find better employment.

Career and Employment Development: provides a range of career service, training and employment programs through partnerships with other governments, Aboriginal organizations, community organizations and industry.

Apprenticeship and Occupations: administers and certifies individuals in 53 designated trades and 23 occupations; plans, coordinates, evaluates and maintains training programs, certification standards and processes.

Employment Standards: provides information to employers and employees on the *Employment Standards Act* and associated regulations; conducts formal investigations and overseas appeals regarding complaints of non-compliance with the *Act*.

Immigration: coordinates Departmental policy in relation to immigration programs and services in the NWT.

Major Program and Service Initiatives 2011-12

Overall

Career and Employment Development

- The Department will implement the NWT Labour Force Framework and develop supporting strategies as well as a monitoring and evaluation framework
- The Department will host an NWT Labour Force Symposium in partnership with labour market stakeholders
- The Department will formalize the establishment of regional training committees and facilitate the development of regional action plans
- The Department will continue to administer relevant labour market programming through the Labour Market Development Agreement, the Labour Market Agreement, and the Targeted Initiative for Older Workers Agreement.
- The Department will review and report on results of the Small Community Employment Supports program
- The Department will participate in the Joint Evaluation of the Labour Market Agreement
- The Department will report annually on its labour market programs and services through the *NWT Labour Market Review*
- The Department will update *NWT Job Futures*, a career planning resource

Apprenticeship and Occupations

- The Department will design and implement a web-based client portal to improve apprentices' access to Apprenticeship and Occupational Certification programming information
- The Department will research the benefits of essential skills training and determine suitability for program development and implementation in the North

- The Department will implement regular biannual apprenticeship and certification stakeholder surveys to ensure ongoing program relevance and effectiveness
- The Department will foster relationships with industry to ensure programming and training information are kept up to date. This will be accomplished with the aid of the Apprenticeship, Trade and Occupations Certification Board and Trade Advisory Committees
- The Department will review Plumber, Heavy Duty Equipment Technician and Oil Heat Systems Technician trades programs at Thebacha Campus for accreditation

Employment Standards

- The Department will increase minimum wage to $10 an hour effective April 1, 2011, and research methods for ongoing minimum wage increases
- The Department will continue to promote and enforce the *Employment Standards Act*

Immigration

- The Department will undertake a review of the three year NWT Nominee pilot program
- The Department will administer and maintain the NWT Immigration Portal
- The Department will continue to take an active role in national immigration policy and programs and explore ways to manage the settlement, integration and retention of newcomers already in or destined for the NWT
- The Department will review and update the NWT Occupations Under Pressure List

Strategic Initiatives

Apprenticeship Training and Supports: This strategic activity is twofold: First, to offer financial support to apprentices so they can access technical training at Aurora College and at training institutions in Alberta as a means to develop a skilled and technical workforce. The Department makes payments on behalf of students directly to the training institutions. Second, the Department increased supports for women and Aboriginal people to assess their interest and skill level in trades and occupations, as well as to prepare all clients for success in pursuing apprenticeship training and journeyperson certification. In 2009-10, the Department revised Apprenticeship Support Materials assessment tools, and distributed these to Career Development Officers and Adult Educators across the NWT to use in preparing individuals to enter the trades. In addition, research was completed on the status of recommendations arising from the 2007 AOC Review and next steps were proposed. In 10-11, additional programming and supports to target groups will be piloted. Effectiveness will then be reviewed and the resulting findings will inform delivery in 2011-12 and ongoing.

Support Immigration: This strategic activity supports a three-year pilot project from 2009-10 to 2011-12 to increase immigration support by developing and implementing a territorial nominee program and by actively managing Northwest Territories (NWT) immigration issues. The NWT Nominee Program was developed and launched in 2009-10. A program website and brochures were developed. The program is continuing in 2010-11 with a review of program guidelines. In addition, the promotion campaign will be increased with the launch of an interactive brochure and a direct link through the NWT Immigration Portal. In 2011-12, the pilot program will be maintained, monitored and reviewed. By attracting qualified individuals, filling critical labour shortages, and promoting business development, it is expected that this activity will result in a strengthened NWT economy.

Small Community Employment Supports : This is a new strategic activity in 2010-11 is to provide opportunities for youth in small and remote communities to gain work experience, and to acquire the skills that lead to greater self reliance. A wage subsidy program has been developed and promoted to support employers. This program provides employment opportunities and training to develop essential workplace skills for youth. Targets for 2010-11 are for 20 employers to hire 45 youth in 26 communities. Thus far, the Department has developed program guidelines and promoted these new supports. Moreover, there are regional commitments to support 25 employers to hire 97 youth in 19 communities. As a result of this initiative it is expected that youth employment in targeted communities will increase, and that there will be greater awareness of the essential skills required for employment.

Four Year Business Plan Update

Results to Date

Career and Employment Development

- The Department conducted consultations in support of the development of a new Labour Force Development Framework for the Northwest Territories
- The Department hosted the bi-annual LINX conference for career development practitioners and provided Career Focusing training
- The Department contracted out the administration of Jobsnorth.ca to improve efficiency and provide consistent service to employers and job seekers in the NWT
- The Department developed program guidelines for Labour Market Agreement programming and reported quarterly on results to Human Resources and Skills Development Canada (HRSDC)
- ECE sponsored the NWT Mine Training Society to develop and launch a role model campaign highlighting real Aboriginal youth success stories and increase awareness about career opportunities in mining
- The Department participated in the LMDA Joint Evaluation Committee and prepared a joint management response to the evaluation findings

Apprenticeship and Occupations

- Bill 5, the *Apprenticeship, Trade and Occupations Certification Act* was approved. The Act will come into force in Fall 2010. Work has begun on drafting regulations for each of apprenticeship and occupational certification
- The Carpenter Program at Thebacha Campus was reviewed and accredited for five years
- The NWT chaired the Interprovincial Standards and Examination Committee under the national Red Seal Program
- The Department revised trade entrance exam assessment tools

Employment Standards

- The Department increased the minimum wage to $9 an hour effective April 1, 2010
- The Department hosted federal/provincial/territorial meetings of the Canadian Association of Administrators of Labour Legislation Standing Committee on Labour Standards

Immigration

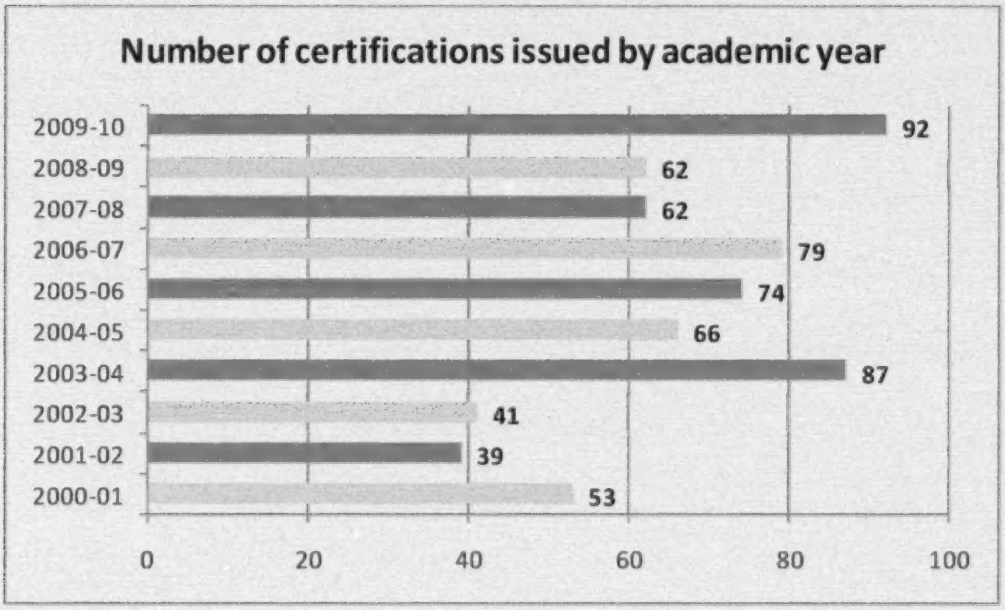
- The Department promoted and administered the NWT Nominee Program. Six nomination certificates were issued to assist nominees in applying for a Canadian permanent resident visa

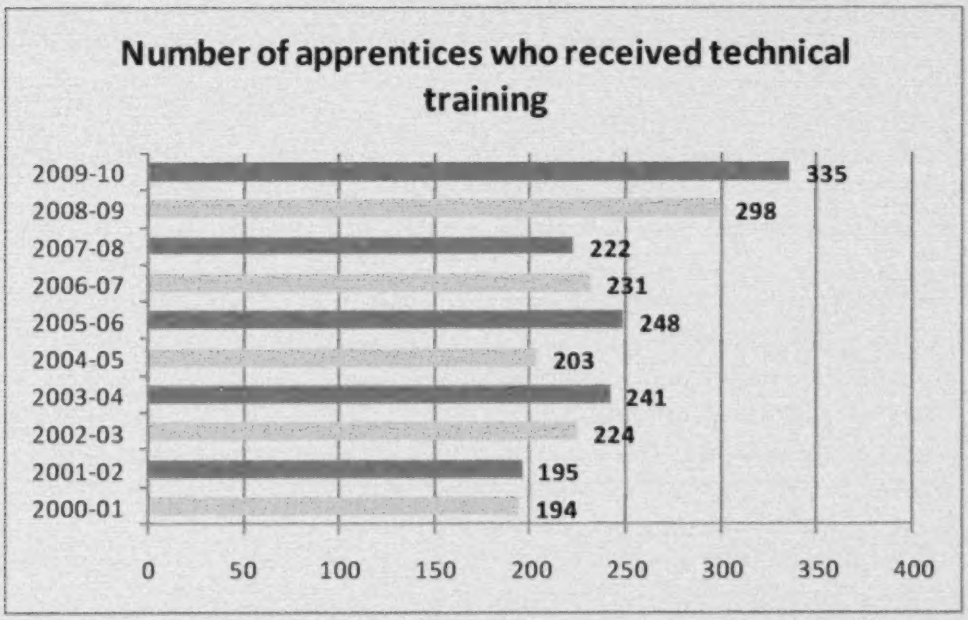
- The Department hosted a session with NWT Regulatory Authorities on Pan Canadian Framework for Foreign Qualification Recognition, Immigration and Labour Mobility
- The Department formed an Ad-Hoc Immigration Portal Advisory Committee and contracted out development of the Portal. The Project Discovery and Creative Phases were both completed
- The Department filed a Notice of Measure to achieve a Legitimate Objective under Chapter 7 of the Agreement on Internal Trade for the law profession and members of the Barreau du Québec

Measures Reporting

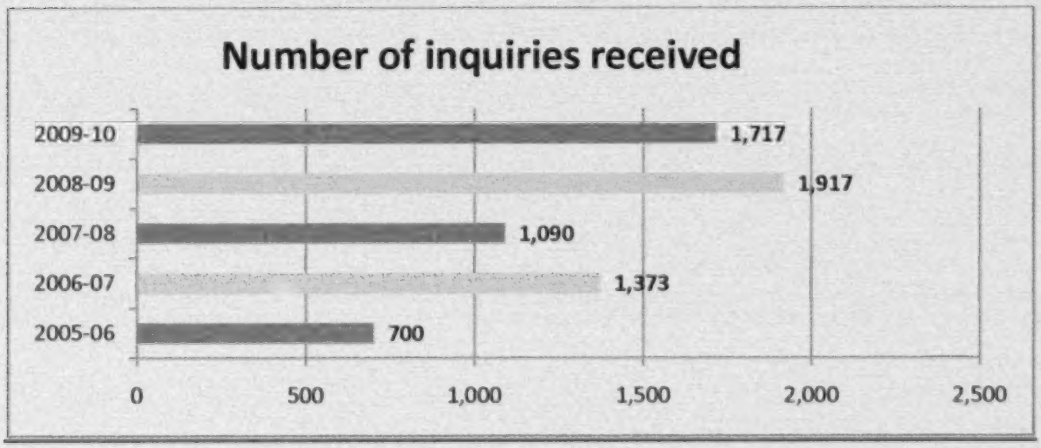
	2008-09	*2009-10*
Career and Employment Development		
Number of clients who received training and/or employment supports	1,079	1,451
Percentage of career centre clients who worked on a career action plan	32%	40%

Apprenticeship, Trades and Occupations





	2008-09	*2009-10*
Employment Standards		
Number of cases opened with Registrar of Appeals	5	13
Number of complaints filed with Employment Standards	104	145



KEY ACTIVITY 6: INCOME SECURITY

Description

The Department administers a range of Income Security programs that provide financial assistance to NWT residents in meeting their basic needs, addressing cost of living issues, encouraging home ownership and ensuring access to basic health, education and legal programs and services for low-income residents, as required.

Income Assistance: provides financial assistance to people ages 19 or over, and their dependents, to meet basic needs for food, shelter, utilities and fuel.

Student Financial Assistance: provides financial assistance to NWT residents to help with the cost of obtaining a postsecondary education.

Child Care User Subsidy: provides financial assistance to lower income families to help with child care expenses while they are working or in school.

Senior Home Heating Subsidy: provides financial assistance to lower-income NWT seniors to help with the cost of heating their homes in the winter months.

Major Program and Service Initiatives 2011-12

Overall

Income Assistance

- The Department will increase regional budgets for income assistance in line with growing demand
- The Department will develop the Service Management staff training modules 3 to 7
- The Department will conduct refresher staff training on Service Management modules 1 and 2 and initial training on modules 3 and 4

Student Financial Assistance

- The Department will conduct an independent review of the Student Financial Assistance program

Child Care User Subsidy

- The Department will increase the Child Care and Student Child Care User Subsidy rates from internal resources

Income Security Program Administration

- The Department will review the Income Security delivery model in light of the transfer of the Public Housing Rental Subsidy program to the NWTHC in 2010-11
- The Department will initiate development of a service delivery model specific to the needs of persons with disabilities

Strategic Initiatives

Next Steps in Income Security Reform: This strategic activity is to establish a coordinated approach to service delivery incorporating a service management approach and the establishment of ECE service centres to better serve clients. In 2011-12, the Income Security delivery model will be reviewed in light of the transfer of the Public Housing Rental Subsidy program to the NWTHC. Recommendations from the review will inform activities in future years.

NWT Student Financial Assistance Benefits Review: This strategic activity is to conduct an independent review of SFA benefits in 2011-12, following on from a preliminary internal review and analysis completed by the Department in 2010-11. The independent review will expand on the comparative analysis of such programs in other jurisdictions, and include an analysis of current and past funding, and NWT students' postsecondary expenses. The review will also incorporate case studies, surveys, interviews, as well as analysis of statistical and other data. Completion of the review will make it possible for the Department to determine if improvements are required.

Four Year Business Plan Update

Results to Date

Income Security Review

- The Cost of Living Rent Reduction was completed in 2009-10 and the Public Housing Rental Subsidy program transferred to the NWTHC in 2010-11
- The Department carried out an initial review of Income Security programs for persons of disabilities and will complete this review in 2010-11

Income Security Program Administration

- The Department has begun to revise Income Security Audit Unit processes and will implement improvements in winter 2011
- The Department is establishing community appeal committees in as many communities as possible

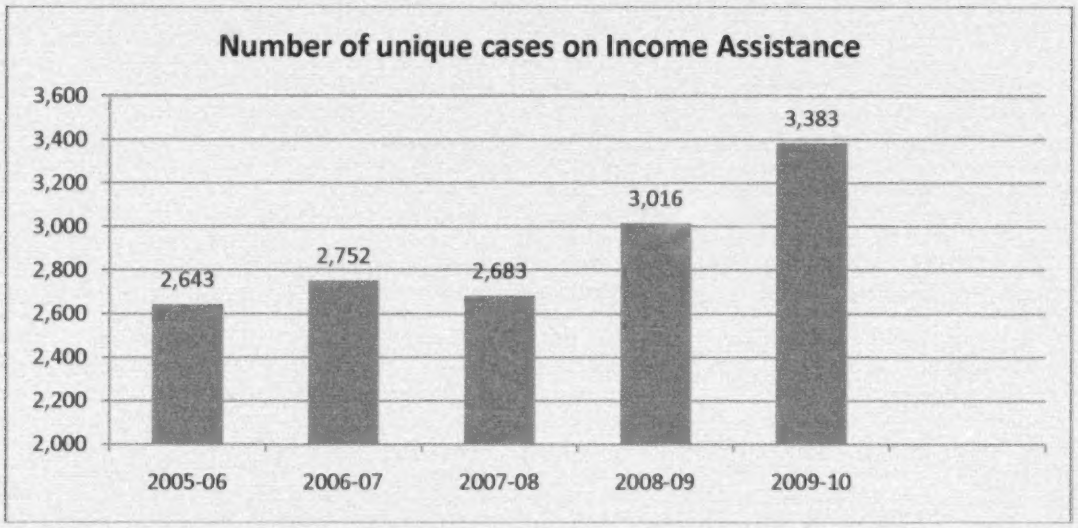
Income Security Training

- The Department provided training to all Income Security employees, including new Client Services Officers and staff at headquarters
- The Department also held appeals training sessions for members of the Student Financial Assistance Appeal Board, and the Social Assistance Appeal Board

Student Financial Assistance

- Department staff traveled to 10 communities to promote the Student Financial Assistance program
- In 2009-10, student loan repayment staff also traveled to the larger communities to ensure students are well informed about their repayment responsibilities

Measures Reporting



	2008-09	*2009-10*
	(Fiscal Years)	
Number of seniors receiving Supplementary Benefits	1,235	1,239

	2008-09	*2009-10*
	(Academic Years)	
Number of SFA applications approved for full-time funding	1,234	1,209

c) Infrastructure Investments

Activity to Date

Colville Lake	Colville Lake School Domestic Water Distribution – Design and Construction
Fort Good Hope	Chief T'Selehye School Replacement – Construction
Fort Smith	Mount Aven Fire Alarm Panel – Design and Construction
Hay River	Diamond Jenness School Renovation – Design and Construction
Hay River	Harry Camsell Gymnasium Flooring – Supply and Install
Hay River Reserve	Community Learning Centre – Design and Construction
Inuvik	Sir Alexander Mackenzie and Samuel Hearne Secondary School Replacement – Construction
Inuvik	Western Arctic Research Centre – Design and Construction
Inuvik	Western Arctic Research Centre Furniture, Fixtures and Equipment (FF&E) – Supply and Install
Lutsel K'e	Community Learning Centre – Design and Construction
Norman Wells	Mackenzie Mountain School Security Upgrades – Design and Construction
Norman Wells	Mackenzie Mountain School Fire Alarm Panel Upgrades – Design and Construction
Territorial	Case Management Administration System (CMAS) Enhancements
Tsiigehtchic	Community Learning Centre – Design and Construction
Trout Lake	Charles Tetcho School Upgrades Fire Sprinkler System – Design and Construction
Trout Lake	Charles Tetcho School Upgrades Interior Works – Design and Construction
Various	Capital Infrastructure for Colleges
Various	Capital Infrastructure for Community Libraries
Various	Capital Infrastructure for Community Museums
Various	High School Career and Technology Studies
Yellowknife	École St. Joseph Renovation and Addition - Construction

Planned Activities – 2011-12

Aklavik	Moose Kerr School Gymnasium Flooring – Supply and Install
Deline	Grandfather Ayah School Gymnasium Flooring – Supply and Install
Fort Good Hope	Chief T'Selehye School Replacement – Warranty
Fort Smith	PW Kaeser High School Industrial Arts Building Systems – Design and Construction
Fort Smith	Thebacha Main Campus Exterior and Interior Works – Design and Construction
Hay River	Diamond Jenness School Renovation – Construction
Inuvik	Sir Alexander Mackenzie and Samuel Hearne Secondary School Replacement – Construction
Nahanni Butte	Charles Yohin School Upgrades – Design and Construction
Wekweeti	Alexis Arrowmarker School Gymnasium Flooring – Supply and Install
Various	Capital Infrastructure for Colleges
Various	Capital Infrastructure for Community Libraries
Various	Capital Infrastructure for Community Museums
Various	High School Career and Technology Studies
Yellowknife	PWNHC Gallery Development – Design and Construction

d) Legislative Initiatives

Activity to Date

As at June 2010, the Department completed the following legislative initiatives during the 16th Legislative Assembly:

An Act to Amend the Employment Standards Act – assent received in February 2008

An Act to Amend the Historical Resources Act – assent received in March 2009

Public Library Act – assent received in March 2009

An Act to Amend the Student Financial Assistance Act – assent received in March 2009

Apprenticeship, Trade and Occupation Certification Act – assent received in May 2010, and

An Act to Amend the Social Assistance Act – Bill referred to Standing Committee on March 1, 2010

Planned Activities – 2011-12

The Department does not have any legislative initiatives planned for 2011-12 as it has completed its legislative agenda under the 16th Legislative Assembly.

e) Human Resources

Overall Human Resource Statistics

Department

All Employees

	2010	%	2009	%	2008	%	2007	%
Total	226	100	208	100	215	100	210	100
Indigenous Employees	113	50	108	52	113	53	105	50
Aboriginal	80	35	79	38	81	38	72	34
Non-Aboriginal	33	15	29	14	32	15	33	16
Non-Indigenous Employees	113	50	100	48	102	47	105	50

Note: Information as of March 31 each year.

Senior Management Employees

	2010	%	2009	%	2008	%	2007	%
Total	13	100	15	100	16	100	14	100
Indigenous Employees	7	54	7	47	8	50	7	50
Aboriginal	5	39	5	34	6	37	6	43
Non-Aboriginal	2	15	2	13	2	13	1	7
Non-Indigenous Employees	6	46	8	53	8	50	7	50
Male	4	31	5	33	5	31	5	36
Female	9	69	10	67	11	69	9	64

Note: Information as of March 31 each year.

Non-Traditional Occupations

	2010	%	2009	%	2008	%	2007	%
Total	4	100	4	100	9	100	10	100
Male	3	75	3	75	3	33	4	40
Female	1	25	1	25	6	67	6	60

Note: Information as of March 31 each year.

Employees with Disabilities

	2010	%	2009	%	2008	%	2007	%
Total	226	100	208	100	215	100	210	100
Employee with disabilities	1	1	1	1	1	1	0	0
Other	225	99	207	99	214	99	210	100

Note: Information as of March 31 each year.

All Employees

	2010	%	2009	%	2008	%	2007	%
Total	205	100	210	100	225	100	210	100
Indigenous Employees	77	37	77	37	82	36	71	34
Aboriginal	64	31	64	31	70	31	64	30
Non-Aboriginal	13	6	13	6	12	5	7	4
Non-Indigenous Employees	128	63	133	63	143	64	139	66

Note: Information as of March 31 each year.

Senior Management Employees

	2010	%	2009	%	2008	%	2007	%
Total	7	100	8	100	7	100	6	100
Indigenous Employees	1	14	1	13	1	14	1	17
Aboriginal	1	14	1	13	1	14	1	17
Non-Aboriginal	0	0	0	0	0	0	0	0
Non-Indigenous Employees	6	86	7	87	6	86	5	83
Male	2	29	3	38	3	43	2	33
Female	5	71	5	62	4	57	4	67

Note: Information as of March 31 each year.

Non-Traditional Occupations

	2010	%	2009	%	2008	%	2007	%
Total	9	100	11	100	9	100	9	100
Male	8	89	9	82	7	78	8	89
Female	1	11	2	18	2	22	1	11

Note: Information as of March 31 each year.

Employees with Disabilities

	2010	%	2009	%	2008	%	2007	%
Total	205	100	210	100	225	100	210	100
Employees with Disabilities	1	1	1	1	0	0	0	0
Other	204	99	209	99	225	100	210	100

Note: Information provided is as of March 31 each year.

Education Authorities

All Employees

	2010	%	2009	%	2008	%	2007	%
Total	788	100	772	100	793	100	749	100
Indigenous Employees	291	37	286	37	282	36	280	37
Aboriginal	265	34	260	34	256	33	253	34
Non-Aboriginal	26	3	26	3	26	3	27	3
Non-Indigenous Employees	497	63	486	63	511	64	469	63

Note: Information as of March 31 each year.

Senior Management Employees

	2010	%	2009	%	2008	%	2007	%
Total	9	100	7	100	4	100	6	100
Indigenous Employees	1	11	1	14	1	25	2	33
Aboriginal	1	11	1	14	1	25	2	33
Non-Aboriginal	0	0	0	0	0	0	0	0
Non-Indigenous Employees	8	89	6	86	3	75	4	67
Male	5	56	4	57	2	50	4	67
Female	4	44	3	43	2	50	2	33

Note: Information as of March 31 each year.

Non-Traditional Occupations

	2010	%	2009	%	2008	%	2007	%
Total	5	100	4	100	5	100	4	100
Male	4	80	3	75	5	100	4	100
Female	1	20	1	25	0	0	0	0

Note: Information as of March 31 each year.

Employees with Disabilities

	2010	%	2009	%	2008	%	2007	%
Total	788	100	772	100	793	100	749	100
Employees with Disabilities	0	0	0	0	0	0	0	0
Other	788	100	772	100	793	100	749	100

Note: Information as of March 31 each year.

* Excludes Yellowknife education authorities.

Position Reconciliation

This information differs from the employee information on the preceding page; human resource information reflects actual employees as of March 31 each year. The information presented below reflects position expenditures approved through the budget process for each fiscal year.

Active Positions

Summary:

	2010-11 Main Estimates	Change	2011-12 Business Plan
Total	218	11	229
Indeterminate full-time	191	11	202
Indeterminate part-time	27	-	27
Seasonal	-	-	-

Adjustments During the Year:

Position	Community	Region	Added/ Deleted	Explanation
K-12 Literacy Specialist Coordinator	Yellowknife	HQ	Added	Strategic Initiative-Aboriginal Student Achievement
Community Literacy Coordinator	Hay River	FS	Added	Strategic Initiative-Aboriginal Student Achievement
Executive Director	Yellowknife	HQ	Added	Strategic Initiative-Official Languages Implementation-French
Planning Facilitator	Yellowknife	HQ	Added	Strategic Initiative-Official Languages Implementation-French
Administrative Assistant	Yellowknife	HQ	Added	Strategic Initiative-Official Languages Implementation-French
French Language Client Service Officer	Yellowknife	HQ	Added	Strategic Initiative-Official Languages Implementation-French
French Language Client Service Officer	Yellowknife	HQ	Added	Strategic Initiative-Official Languages Implementation-French
Archivist	Yellowknife	HQ	Added	Forced Growth-Information Request Residential School Litigation
Client Services Officer	Paulatuk	BD	Added	2011-12 Internal Reallocation
Client Services Officer	Aklavik	BD	Added	2011-12 Internal Reallocation
Literacy Strategy Coordinator	Yellowknife	HQ	Added	2011-12 Internal Reallocation

Other Positions

The above position summary excludes approximately 12 positions staffed under the Labour Market Development Agreement (Funded by the Federal Government).

Other Human Resource Information

One of the stated priorities of the Legislative Assembly is to "improve human resource management within the GNWT through training, career planning, and encouraging innovation by employees." To address this priority, the Department of Human Resources has launched a long-term human resources strategy for the public service entitled, *20/20: A Brilliant North*. Among other initiatives, this strategy provides a framework for the development of departmental human resource plans, including succession plans and affirmative action plans.

The tables below indicate statistics on Departmental human resource activities with respect to summer students, interns and transfer assignments for 2010. The information is current as of August 2010.

Summer Students				
Total Students	Indigenous Employees (Aboriginal + Non-Aboriginal)	Indigenous Aboriginal	Indigenous Non-Aboriginal	Non-Indigenous
19	19	8	11	0

Interns				
Total Interns	Indigenous Employees (Aboriginal + Non-Aboriginal)	Indigenous Aboriginal	Indigenous Non-Aboriginal	Non-Indigenous
3	3	0	3	0

Transfer Assignments				
Total Transfer Assignments	Indigenous Employees (Aboriginal + Non-Aboriginal)	Indigenous Aboriginal	Indigenous Non-Aboriginal	Non-Indigenous
15	9	6	3	6

Activities Associated with Staff Training and Development

Professional Development

In line with its strategy to develop and maintain a skilled, productive public service that represents the people it serves, the Department promotes employee participation in training and leadership opportunities including:

- Senior Managers' Development Program
- Middle Managers' Development Program
- GNWT Leadership Program Training
- Hay Evaluation System training
- SAM Training
- Labour Relations Training
- Records Management Toolbox
- NWT Federation of Labour and WSCC Understanding Worker's Compensation
- Negotiating Skills Training Certificate

Education, Culture and Employment

- Association of Canadian Archivists professional development workshops
- Certificate in Inclusive Education, and
- Career Development Officer training.

In addition, Department employees participated in a number of training sessions, workshops and conferences specific to the needs of the division.

Culture and Heritage

Culture and Heritage staff attended the following professional development workshops and conferences:

- Emergency Preparedness and Response, Canadian Conservation Institute, Ottawa
- ArcGIS Desktop III: GIS Workflows & Analysis and ongoing ArcGIS Web Seminars
- Building Geodatabases
- Cultural Places Program staff participated and presented research papers at the University of Calgary 42nd Chacmool Conference on 'Identity Crisis: Archaeology and Problems of Social Identity', November 2009
- Staff participated in the International Polar Year Early Results Conference in Ottawa, and presented 'Early Results from the NWT Ice Patch Study: IPY Project CC-018'
- Cultural Places staff participated in a workshop with Yukon archaeologists and a French scientist to contribute to, and learn from, collaborative research on Yukon and NWT ice patch archery equipment

In-house training was provided to staff in:

- Digital Photo studio techniques for curatorial and archives staff, and
- Standard and Wilderness Advanced First Aid

Official Languages

In 2010, staff participated in the GNWT Middle Managers' Development Program, and Emerging Managers' Development Program, as well as in French translation courses at the Federal Translation Bureau in Ottawa.

Library Services

Library Services provides training and assistance to all community library staff as support in carrying out their duties. One-on-one training of community library managers occurs during site visits, with each community library being visited at least once every three years. New employees in a community are trained within a year.

A two-day regional training session for library managers in the northern NWT will be held in Inuvik in January 2011. In 2011-12, a training meeting will be held in Yellowknife for all library managers in the NWT.

Kindergarten to Grade 12 Education

The Education Leadership Program is offered for about 10 days each summer. The program consists of two summer sessions in consecutive years with a project to be completed during the year. The program is a requirement for all school principals employed in the NWT but may also be taken by other educators. In-service training sessions on eSIS are also offered on an ongoing basis.

The Teacher Induction Program is offered to both new teachers and teachers new to the North. Workshops are held for new teachers and their teacher mentors at the beginning of the school year. Mentorship pairs meet once a month during the school year for the experienced teacher to assist the new teacher on a professional level, as well as in their social and cultural adaptation to the North.

Adult and Postsecondary Education

The Department supports the delivery of the campus-based Bachelor of Education program in Fort Smith and the Community Based Teacher Education Program (TEP) in Bechokǫ̀ which will conclude this spring. It also supports the new Community Based TEP and the Aboriginal Language and Cultural Instructor Program (ALCIP) in the Beaufort-Delta. Community-based programs will be delivered in another region from 2011-12.

In December 2009, the Department hosted the bi-annual LINX conference. Eighty-seven career practitioners from across the Northwest Territories took part in this two day professional development event providing them with skills and resources to provide effective career and employment counseling to NWT residents.

ECE funded and supported the delivery of Smart Focusing and Career Focusing workshops, which were attended by Career Development Officers, teachers and school staff.

The Department hosted three regional adult educator professional development events in Inuvik, Hay River and Yellowknife, that provided in-service training on new curricula, instructional material, as well as adult learning research, theory and resources.

Employment Standards inspectors and adjudicators attended in-service training in mediation and decision writing.

Income Security

The Department provided ongoing statutory and professional development training to Income Security Program employees and new Client Services Officers. As of November 2009, 49 Client Services Officers had received Income Security Training. Customer service training was provided to headquarter staff, and appeals training to Appeal Boards and Committees members. The Department also offers training for summer students and for members of internal review groups. Two headquarter staff are enrolled in accounting designation programs and working towards a CMA and a CGA.

In 2011-12, the Department will conduct refresher training on Service Management modules 1 and 2 and conduct initial training on modules 3 and 4.

f) Information System & Management Overview

Overview

ECE Information Systems supports the Department, education authorities, students and other clients in many ways. The Department is committed to improving access to public program information through the expansion of online services to teachers, students and the general public. Over the course of the next several years, applicants to programs including apprenticeship will not only be able to apply online, but to track their progress in their chosen field through a web access system.

Information Systems is also working with the GNWT Technology Service Centre on a project to redirect Internet traffic from schools and Aurora College to improve access to online resources.

The Department plans one year ahead for small projects, and two years ahead for major projects, which typically involve capital funding. Major projects are driven by changes to the Departmental business plan.

Major Systems at the Department

- The Case Management Administration System (CMAS) incorporates a broad array of administrative and program-specific modules, including:
    - Common Client Registry, Security, Payment Processing and Administration
    - Child Day Care Services (Operations and Licensing)
    - Student Records (K-12)
    - Teacher Certification
    - Career Development and Counseling
    - Contracts
    - Apprenticeship
    - Occupational Certification
    - Student Financial Assistance
    - Child Care User Subsidy
    - Income Assistance
    - Seniors Fuel Subsidy, and
    - Seniors Supplementary Benefits

- The electronic School Information System (eSIS) tracks the basic demographics, schools attended, courses, and attendance records of approximately 9,000 students in the NWT.

- The Student Loans System tracks the repayment of loans by approximately 2,300 students.

- The North of 60 learnnet email system provides email and email synchronization services to education authorities.

- Websites, including the interactive 'My Account' site that allows students to apply for Student Financial Assistance (SFA), make it possible for students to check their status, check loan repayment balances, and view their NWT school records all online.

- The JobsNorth system provides an online labour service exchange whereby employers can post jobs that potential employees can then apply for online.

- The Labour Information Management System (LIMS) maintains information on complaints filed under the *Employment Standards Act*.

- In addition, many other smaller information systems also exist.

Planned Activities 2011-12

Apprenticeship
Apprenticeship and Occupation Certification (AOC) program administration will be simplified and streamlined through a redesign of applicable CMAS modules, ensuring that AOC business processes are better aligned with program goals and objectives. This activity will be ongoing in 2012-13.

Employment Standards
LIMS will be rewritten as a new module in CMAS, making it possible for Employment Standards to access the shared and centralized CMAS database, using a single point of access. This activity will be ongoing in 2012-13.

My Account redesign
This major enhancement to the CMAS Web application will provide a fresh new look, making it more user friendly. In this way, users will feel more confident in their ability to use My Account, in effect making the application more efficient as less calls come in requesting support and practical assistance. This activity will be ongoing in 2012-13.

Income Tax Module
CMAS is the source of income tax information for income security clients. The process of preparing the return report and filing information returns electronically will be simplified and improved.

Income Data Exchange Project
Implementation of the new CRA Income Data Exchange module will make it possible for Department staff in a range of programs to validate income information received from applicants against the CRA electronic records. This will lead to more accurate program assessments, and thus more accurate payments, as appropriate.

Document Capture
All CMAS related documents will be stored electronically in a central repository accessible from any CMAS workstation. In this way, case workers will be able to view documents from their workstation, without having to look in filling cabinets or request for a document to be faxed from another location.

eSIS
The Department is moving towards a more comprehensive approach to tracking student data. This will be achieved by adding a standard testing module to eSIS to track Alberta Achievement Test results.

Dedicated Internet Delivery System
In 2010, in partnership with the GNWT Technology Service Centre, the Department implemented a pilot project to migrate school and college internet traffic off the DCN to improve internet services to schools and Aurora College and to preserve DCN capacity for critical GNWT enterprise applications. The project will be completed in 2011-12.

Department Website
In 2011-12, the Department will complete a redesign of its website.

Legal Terms of Agreement
The Department will develop and be ready to implement a new process incorporating a quicker online application process that accepts a digital authorization in place of a signature on paper.

Counseling Redesign
Changes to the CMAS Counseling module will ensure CMAS is better aligned with the service delivery model used by ECE Service Centres. The introduction of service metrics and indicators will facilitate program management and reporting.

Client Reporting Support Module
Through this new enhanced functionality, each GNWT division using CMAS will be able to extract its own program data as needed, without having to submit a request to the ECE Helpdesk. As a result, ECE Helpdesk will be able to allocate more time to specialized tasks, requiring specialist Information System support.

3. FUTURE STRATEGIC DIRECTION

The Department of Education, Culture and Employment is currently mid-stride through its third Strategic Plan *Building on our Success*. This plan provides a framework for Department activities from 2005 to 2015 and sets out a series of goals that reflect the concerns of the people of the Northwest Territories, and priorities and goals of the 16th Legislative Assembly.

The plan sets out five broad results-based goals that the Department plans to reach by 2015 as well as three objectives for each goal.

Pride in our Culture

1. Preservation and knowledge of our heritage
2. Promotion of the arts
3. Support and promote our official languages

Education of Children and Youth

1. A strong foundation for learning
2. Students achieving their potential
3. A results-based education system

Education of Adults

1. Access and choice for adult learners
2. A responsive college
3. An integrated adult learning network

A skilled and Productive Work Environment

1. Northerners making informed career choices
2. A skilled workforce
3. A productive work environment

People Participating Fully in Society

1. An integrated system of program supports
2. A comprehensive system of financial supports
3. A responsive income security system

The purpose and goals outlined in the Strategic Plan align with the Department's vision of Northern people leading fulfilled lives and contributing to a strong and prosperous society. It is this vision that remains the driving force behind the Strategic Plan and Department direction. To ensure that the Department achieves what it set out to do, a series of Priorities and Actions were defined and indicators set to measure our success and how responsive we are to the needs of Northerners.

More information on the Strategic Plan and the significant accomplishments that have been achieved in each of the five program goal areas can be found in the Department of Education, Culture and Employment publications *Building on our Success - Strategic Plan 2005-2015* and *Building on our Success - Strategic Plan 2005-2015 Progress Report as of March 31, 2009*.